

## Frequently Asked Questions

### CCDF Orientation and Training Requirements

**Why are we being required to take specific training courses?**

Recent federal changes now require providers receiving child care subsidy to complete one time orientations and ongoing professional development to improve children’s healthy development, safety and school readiness in child care settings for children birth through age twelve.

**Who is required to take the training?**

- All Care 4 Kids (C4K) providers, home-based and center based are required to complete the orientation trainings.
- All program staff that are counted in the Office of Early Childhood (OEC) licensing ratios must complete the one-time Online Health and Safety Orientation and annual training. Staff not counted in the ratio such as, parent and community volunteers, bus drivers, janitors and cooks will need to meet an orientation requirement set by the individual program.

The Program Administrator of center-based and license-exempt public/private schools and municipalities, who are responsible for the day to day operations of the C4K program, must complete the one-time Online Health and Safety Orientation (either the 5-hour or 18-hour session as described) and annual training.

**How many training hours do I need to complete?**

Provider Type	Orientation Requirements	Annual Requirements
Unlicensed Care 4 Kids Relative	Provider Orientation Program- Preservice (POP)  First Aid and CPR Certificates	Maintaining valid First Aid and CPR Certificates
Licensed Family Child Care	Provider Orientation Program - Preservice (POP)  First Aid, CPR, and Medication Administration Certificates  2-hour on-line Health and Safety Orientation Program	18 hours of annual professional development
Center-based and Group Home (licensed and exempt) that hold a valid First Aid, CPR and Medication Administration approved by OEC Division of Licensing	First Aid, CPR, and Medication Administration Certificates  5-hour on-line Health and Safety Orientation Program	1% of annual hours worked of professional development/training
Center-based and Group Home (licensed and exempt) that <u>do not hold</u> First Aid, CPR and Medication Administration Certificates	18 hour on-line Health and Safety Orientation Program	1% of annual hours worked of professional development/training

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***Who from a center-based program is required to complete the training?***

The administrator and all staff members included in the licensing ratio must complete both the orientation and annual professional development.

***Will I have to complete training every year?***

Orientation is a one-time requirement. However, there are ongoing annual training requirements. The ongoing annual training requirements will also meet the annual training required for licensed centers by the OEC's licensing regulations.

***Do other health and safety trainings meet the orientation requirements?***

No. Health and safety topics required are specific to the federal law. The Childcare Education Institution (CCEI) orientation ensures that each topic area is met.

***When do I need to have the one time orientation requirements completed?***

Orientation requirements must be completed within three months of hire or for licensed home-based providers within three months of becoming a C4K provider.

***What do I do if I need First Aid, CPR or medication administration?***

Visit [Thrivect.org](http://Thrivect.org) for a list of current trainings being offered. If there are not any courses available, refer to the [Office of Early Childhood](#) website for list of approved courses.

***Do I have to take First Aid, CPR or medication administration through Thrive!?***

No, you do not need to take these trainings through Thrive. If you do not take these trainings through Thrive! you will need to submit your certificates to the Office of Early Childhood Professional Registry. Refer to the OEC Registry for detail on how to submit.

***Is the First Aid, CPR, and Medication Administration class offered online?***

No. These courses must be taken in-person.

***How do I show that I took First Aid, CPR or Medication Administration outside Thrive!?***

Please send your First Aid, CPR and Medication Administration completion certificates to the OEC Registry. You can upload them yourself into your account for OEC verification, or FAX them. Refer to the OEC Registry for details on how to submit documentation.

***What if I am the program administrator of a program with multiple staff?***

Utilize the OEC Registry's [Multiple Attendee Training Submission form](#) so that you do not have to send each certificate.

***Who do I contact if I still have questions about the new requirements?***

Contact [Thrive@ctunitedway.org](mailto:Thrive@ctunitedway.org) or call 2-1-1 Child Care at 1-800-505-1000.

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### Orientation and Online Training Subscription

#### ***How do I access online training?***

You need to request an online training subscription. Please visit <http://www.thrivect.org/enroll/online-training/> or call 2-1-1 Child Care at 1-800-505-1000. You can request an online subscription.

#### ***Do I need to have internet access?***

Yes, you must have access to the internet. Please check with your local library for computer access if you do not have a computer.

- The OEC Registry ([www.ccacregistry.org](http://www.ccacregistry.org)) requires a Windows based computer with Internet Explorer, Mozilla Firefox or Google Chrome.
- CCEI training works with the following internet browsers: Google Chrome, Internet Explorer, Mozilla Firefox, Apple Safari, or Microsoft Edge.

#### ***How long do I have to complete the training once I start it?***

You can start and stop the trainings according to your scheduling needs. You can pick up where you left off during your previous session. The entire training must be completed successfully by September 30, 2018.

#### ***How will I know if my subscription was approved?***

You will receive two emails from Childcare Education Institute (CCEI). One email will have your user name, password and information about validating your email address. The second email will have information about setting up your account. You must validate your email address.

#### ***How do you know if I need the 5 hour or the 18 hour online training?***

When you apply through Thrive! for your online subscription you indicate which training. Thrive! staff will check your OEC Registry account to see if you have completed first aid, CPR and/or medication administration depending on the training for which you applied.

#### ***How much does the training cost?***

There is no cost. The Office of Early Childhood is paying for your online training.

#### ***Do I need a new login if I already have an account with CCEI?***

No, if you already have a Childcare Education Institute account your training will be added to your existing account.

#### ***What information do I need to sign up for the online courses?***

If you are a Home-based provider, you will need:

1. Your OEC Registry ([www.ccacregistry.org](http://www.ccacregistry.org)) 9 digit account number
2. Your program's 4 digit Registry number
3. Your Care 4 Kids Provider ID Number
4. An email address

- If you are a licensed family home provider (DCFH), you must follow the Registry instructions for Family Home Provider located at [www.ccacregistry.org](http://www.ccacregistry.org) under the login area to ensure your employment is confirmed.

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- See your OEC Registry Education and Training Report for your ID, your program ID and whether or not your employment is confirmed.
- Unlicensed family home providers do not need to follow the confirmation steps.

If you are a School / Center-based or Group Home staff, you will need:

1. Your OEC Registry ([www.ccacregistry.org](http://www.ccacregistry.org)) 9 digit account number
2. Your program's 4 digit Registry number
3. Your Care 4 Kids Provider ID Number
4. An email address

- Employment must be confirmed in the OEC Registry. If you are a program administrator or owner: See the OEC Registry instructions – Program Administrators for steps at [www.ccacregistry.org](http://www.ccacregistry.org) under the login area.
- See your OEC Registry Education and Training Report for your ID, your program ID and whether or not your employment is confirmed.

#### ***How do I know if I successfully completed a course?***

You will be asked a set of questions at the end of the training. You will need a score of 70% or higher in order to pass. If you do not achieve a score of 70% or higher you will be given additional opportunities to retake the exam.

#### ***What if I completed the training but do not see it on my Registry Education and Training Report?***

There could be an error in your CCEI account information. Sign in to your CCEI account and confirm that all id numbers are correct (OEC Registry 9 digit account and 4 digit OEC Program Registry number). Once changes are made this will proper link the two accounts.

#### ***If I am denied a subscription, will I be told why, and who can help me?***

If you are denied a subscription request you will receive an email with an explanation of why your request for a subscription was denied.

Some requests are denied due to the following reasons:

- You did not provide your professional registry number
- You did not provide your program registry number (Employer ID)
- You did not select your job title
- You did not link yourself to your program as your place of employment in the registry

If you have any questions related to this explanation, email Thrive at [Thrive@ctunitedway.org](mailto:Thrive@ctunitedway.org).

#### ***How will the completion of the online Health and Safety Orientation program be monitored and tracked?***

Once you finish that online Health and Safety Orientation, the completion will be electronically uploaded into your individual Office of Early Childhood's (OEC) Professional Registry account. The OEC and Care 4 Kids (C4K) will monitor compliance starting October 1, 2018.

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***Does the completion of the online Health and Safety Orientation training transfer to another employer if I change jobs?***

**Yes.** Once an individual completes the online training, a record of completion will be uploaded to the individual's OEC Registry account ([www.ccacregistry.org](http://www.ccacregistry.org)). Please do NOT send copies of completion certificates to the Registry.

***Can I take other courses listed in the Online Course Catalog?***

**Yes.** We encourage you to take additional courses listed to increase your knowledge and skills. You may access the full catalog after you finish the orientation requirements.